

### Abstract

5       A system for generating user availability information from call control events  
within a telephone system, comprising an Event Queue for receiving and storing call  
control events from the telephone system, and an Interpretation Engine for accessing the  
call control events in the Event Queue and in response updating a running sum for the user  
based on availability evidence ascribed to the call control events, and generating an  
indication of user availability based on the running sum.

10